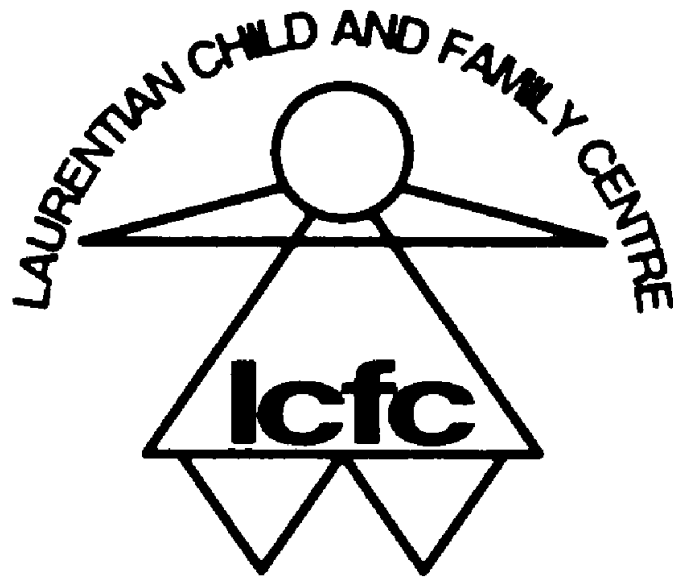




# PARENT HANDBOOK

(REVISED JUNE 2023)



[www.daycaresudbury.ca](http://www.daycaresudbury.ca)

[www.daycaresudbury.com](http://www.daycaresudbury.com)



## Welcome!

We are pleased to welcome your family to Laurentian Child and Family Centre. We trust that your child will enjoy their experience at our Centre.

Our management team is happy to answer any questions you may have:

Executive Director - Theresa Mills email - [tmills@laurentian.ca](mailto:tmills@laurentian.ca)  
Assistant Director - Jennifer Roberts email - [jroberts6@laurentian.ca](mailto:jroberts6@laurentian.ca)  
Pedagogical Lead - Laura Holloway email - [lholloway@laurentian.ca](mailto:lholloway@laurentian.ca)

Laurentian Child and Family Centre is a non-profit Centre, incorporated through the Ministry of Education. Our Centre serves children from birth to four years on a full-time basis. We also provide a program for children aged four to twelve years before and after school, during PA days, March Break, and summer months. Our total capacity is 74 children.

Our childcare services are available Monday through Friday, year-round, excluding all statutory holidays. Laurentian Child and Family Centre is open at 7:00 am and closes promptly at 5:30 pm.

## Philosophy

Laurentian Child and Family Centre strives to provide a positive learning environment for all children that will enhance their level of development through play experiences and the guidance of professionally trained staff.

Our program promotes development in these areas:

1. Curiosity, creativity, initiative, and independence;
2. Self-esteem and decision-making capabilities;
3. Interaction with respect for others and the environment;
4. Physical activity that promotes motor skills;
5. Communication skills and co-operation rather than competition.

Our goal is to provide a safe, warm, and loving environment through enjoyable and educational experiences.

## Our Mission, Vision & Core Values

### Mission:

A centre where children, families and educators work together to provide high quality care and early learning in a play-based natural setting.

### Vision:

A not-for-profit centre that empowers Registered Early Childhood Educators, children and their families through engagement, belonging, expression and well-being.

### Values:

- Child-focused – Children learn through play and are viewed as competent, capable of complex thinking, curious and rich in potential
- Inclusivity – Celebrates differences and similarities among all children
- Staff Support – Lifelong learning opportunities



### Values (continued)

- Community Partnerships – Pedagogical support and mentorship
- Financial Responsibility

### Program Statement

Laurentian Child and Family Centre (LCFC) is a non-profit childcare centre, licensed by the Ontario Ministry of Education, located on Laurentian University's campus. Our programs are guided by The Ontario Ministry of Education's document "How Does Learning Happen? Ontario's Pedagogy for the Early Years" (2014) which outlines that a sense of **belonging, well-being, engagement**, and opportunities for **expression** provide a strong foundation for learning. We recognize that all children, families and educators are **competent, capable, curious, and rich in experience and potential**. At LCFC our staff work in collaboration with children and their families and strive to provide an environment where the foundations for learning are met with ample opportunities for play and exploration. All of our full-time educators at LCFC are Registered Early Childhood Educators (RECEs), meaning they are members of the College of Early Childhood Educators, and have a Code of Ethics and Standards of Practice to adhere to which outlines their responsibilities to children, families, their colleagues, their profession, the community and to society.

#### Laurentian Child and Family Centre is dedicated to:

**Promoting the health, safety, nutrition and well-being of children. Encouraging children to interact and communicate in a positive way and supporting their ability to self-regulate:**

- We aim to meet or exceed licensing requirements set out under the Child Care and Early Years Act.
- Our on-site cook prepares delicious and nutritious snacks and lunches in accordance with Canada's Food Guide.
- "Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills." (How Does Learning Happen? p.7) Educators work with children and families to promote a sense of belonging, help children to develop a positive sense of self, and develop self-care skills. "Educators can play an important role in supporting self-regulation by providing environments that reduce stressors while recognizing and supporting children's efforts and increasing ability to self-regulate." (HDLH p.30)

**Fostering children's exploration, through child-initiated and adult-supported experiences, play and inquiry. Planning for and creating positive learning environments and experiences in which each child's learning and development is supported through indoor and outdoor play, including active play, rest and quiet time:**

- Educators assess the interests of the children by observing, questioning, and documenting. Based on these observations, activities and the environment are modified to meet the interests of the children and to support them in their learning and development.
- Each program has areas for quiet play as well as opportunities for gross motor play.
- We play outside every day, weather permitting. Outdoors, we offer grassy hills for climbing, rolling, and running (or sliding in the winter), sand to dig and build in and we are very fortunate here on campus to have access to lots of green space.



**Supporting positive and responsive interactions among children, parents, and staff. Fostering the engagement of and ongoing communication with parents about the program and their children.**

- “Fostering good relationships with children and their families is the single most important priority for educators in early years programs.” (HDLH p.24) “Building relationships takes time, flexibility and a willingness to stop, listen and be present in the moment.” (College of Early Childhood Educators Practice Guideline: Supporting Positive Interactions with Children p.3)
- We engage in regular ongoing communication with families in person, through email, phone calls and Seesaw. We welcome the opportunity for discussion with families.
- Infant, toddler, and preschool programs record daily observations with regards to eating, sleeping and toileting and all programs make curriculum plans with notes regarding the children’s interests and activities accompanied by pictures, artwork and learning stories.

**Involving local community partners who support the children, their families and staff and support Early Childhood Educators in engaging in continuous professional learning.**

- We work in conjunction with several community partners.
- We are guided and inspected by Public Health.
- We receive support, guidance, and feedback from Program Quality Coordinators with the Children Services Section of the Greater City of Sudbury.
- We receive support relating to all areas of development for staff, children and families through Child and Community Resources.
- Being on campus we benefit greatly from collaborating with faculty and departments to learn from each other and we seek to continue building these partnerships.
- As Registered Early Childhood Educators, we actively engage in continuous professional learning through on site pedagogical mentorship, partnerships, workshops and independent study and foster the development of Early Childhood Education students through supervised placement experience.

**This Program Statement is a living document and as Laurentian Child and Family Centre changes and grows the expectation is for this program statement to change and grow with it. The strategies outlined are to be reviewed on a regular basis, and to be updated as needed to keep up with best practices.**



## Services Offered

Laurentian Child and Family Centre offers inclusive child care services to all children between the ages of 0 and 12 years old. All our programs are full time. We offer full day care for school aged children on all PD days, March Break, Christmas Break and Summer Break. Our programs include:

Program Name	Number of Children in Program	Number of RECEs in Program
Infant	10	3
Toddler	15	3
Preschool	24	3
Junior Kindergarten	12	1
School aged	15	1

The decision to move children from one group to the next will be made at management's discretion on the basis of the child's age, readiness for the move and availability in the next group. The best interest of the child is paramount and consideration is given to all relevant factors. Parents concerned about a decision to move (or not move) their child may discuss the rationale behind the decision with the Assistant Director or Centre Director at any time.

## Parent Involvement

Laurentian Child and Family Centre is governed by its members. Membership is granted to parents and guardians of a child accepted for enrolment upon completion of admission requirements as per City of Greater Sudbury's child registry.

Board of Director members are voted in annually at the Annual General Meeting. The Board of Directors is responsible for the overall direction of the Centre through the management of the Centre Director. The Board is the policy-making body for the Centre which makes decisions consistent with the By-Laws and Standing Rules found in the Constitution. This Constitution is available to any member upon request from the Centre Director. Questions, concerns, and ideas should be brought to the Centre Director's attention. If the matter is not resolved, a written submission may be brought to the Board of Directors. Communication with all members of the Board may be made through the office. General membership meetings are held annually, and all members are encouraged to attend. Written notice is given at least five (5) days before the meeting.

We believe that childcare is a family affair, and the quality of our program is enhanced by your involvement. There are many ways for parents to participate in the Centre's program. Parents are an important resource on field trips and in the Centre. Parents are invited to share their cultural heritage with the children by contributing program ideas and materials or by participating in a special program event. Special programs to mark different holidays help children to develop an understanding of different cultures and to learn to value their own culture. Cultural programs might consist of songs, games, stories, art activities, traditional dress or preparing a traditional food at snack time.



## Our Staff

Research shows that staffing is the primary indicator of a quality program. Our qualified staff at Laurentian Child and Family Centre has a long-time reputation for creating a home-like atmosphere that is nurturing and consistent with philosophies in Early Childhood Education. All staff members are certified in First Aid/CPR and are immunized as recommended by the local medical officer of health and must be a member in good standing with the College of Early Childhood Educators. As members of the College of Early Childhood Educators, our staff is committed to a Code of Ethics and Standards of Practice as set out by the College. This information is available on the College of Early Childhood Educators website: <http://collegeofece.on.ca>. Our centre is staffed by:

**Centre Director** - responsible for meeting your family's needs by ensuring a quality childcare setting. The Centre Director is also responsible for the staff and over all programs. They interact with the children on a regular basis.

**Assistant Centre Director** - responsible for overseeing daily routines and child/staff ratios. The Assistant Director manages the administrative needs of the Centre including billing and scheduling. They also spend time in programs and assist staff needs.

**Pedagogical Lead** - responsible for the pedagogical mentoring and support of staff. They assist in curriculum planning and documentation. The Pedagogical Lead is a critical part of maintaining and ensuring quality in our programs.

**Cook** - responsible for all food planning and preparation of meals from scratch, as well as maintaining a healthy and sanitary environment. The Cook ensures that all food is tree nut free and that all children with allergies are served food that is safe for them to eat.

**Registered Early Childhood Educators** - responsible for providing a safe, fun-filled learning environment for the children enrolled in the program. They plan a curriculum that is developmentally appropriate and based on the interests of the child. Their main focus is the child and their wellbeing.

**Support staff, students and volunteers** - LCFC supports education by hiring Laurentian University students as part time staff. A number of volunteers or students of the Early Childhood Education program may also be assisting in the playrooms with the children. They are under the supervision of a qualified educator at all times and not permitted to be alone with any child. Students and volunteers are required to meet all the same requirements as full time employees

## Waitlist, Admission and Discharge Policy

Laurentian Child and Family Centre fills all available spots through The City of Greater Sudbury's on line wait list. When a space becomes available, the client at the top of the list is called and given 48 hours for response to an offer. After 48 hours, if there is no response, we will move down the wait list. Prospective parents may call the Centre at any time for information of their position on this list. LCFC does not charge waitlist or holding fees.

Upon childcare space acceptance, the new client will be given a copy of our Parent Enrolment Package to fill out. This package must be completed and returned to the Centre before entering the program. A copy of the child's immunization record and a void cheque for automatic withdrawals are also required prior to enrolment. At this time a tour is offered to familiarize the new client with the child care centre. We encourage visiting with the child before the start date if possible. This will greatly assist with the transition into child care.

Two weeks' written notice is required for withdrawal from the program, with regular fees charged during this time period. In the event that a client is unable or unwilling to adhere to Laurentian Child and Family Centre's Policies and Procedures; causes continual disruption to the program through harassment of



### Waitlist, Admission and Discharge Policy (continued)

staff, management, and/or the program itself; treats staff and/or management in a derogatory manner (which includes abusive language, threats, and intimidation), they will be asked to withdraw from the program immediately.

### Fee Schedule

Fees are payable one month in advance and are non-refundable. Parents receive a bill at the beginning of each month. Payments received after five days are subject to a %5 late payment fee.

Laurentian Child and Family Centre is proud to be approved for the **Canada Wide Early Learning Child Care (CWELCC)** program. Currently, parents of children six years and under receive a 52.75% discount on their monthly invoices.

Payments must be made by automatic withdrawal on either the first or the fifteenth of each month. We are not able to accept payments by credit card or cash. In the case of shared custody or co-parenting arrangements can be made to split the parent fees.

### Fees as of January 2023

Program Name	Daily	Monthly
Infant Program	\$29.64	\$644.67
Toddler Program	\$23.47	\$510.47
Preschool Program	\$22.37	486.54
JK/School aged-Under 6 Full Day	\$21.24	\$461.97
School Aged - Over 6 Full Day	\$44.96	977.88
Before and After School-Under 6	\$12.39	\$269.48
Before and After School - Over 6	\$26.63	\$579.20
After School - Under 6	\$12.00	\$261.00
After School - Over 6	\$17.46	\$379.75

### Late Pick Up Fee Policy

The late policy has been amended to help facilitate closing this facility on time. In order to encourage this behavior, and enable our staff to leave work in a timely manner, the following policy has been implemented:

Late fees will be charged to clients that leave after 5:30 p.m. For the period from 5:31 PM to 6:00 PM a late penalty fee of \$30.00 will apply. If you depart the daycare later than 6:01 PM a \$60.00 charge will apply. If the parent has left no message within 15 minutes after closing hours, the emergency person named on the registration form will be called. If this person cannot make arrangements to pick up the child by 6pm, the Children's Aid Society will be called to pick up the child. The staff cannot be made responsible. If you foresee being late, please call and let the Centre know immediately so alternate arrangements can be made.



## Greater City of Sudbury Subsidy Program

Parents who feel they might be eligible for subsidy can inquire upon enrollment about the procedure to be followed. Subsidies are available by application to Greater Sudbury Children Services by calling 3-1-1 or online at [greatersudbury.ca/childcare](http://greatersudbury.ca/childcare). Your fee could be partially or fully subsidized if you qualify. Parents who qualify for subsidy need to notify Children Services of Greater Sudbury of any changes in financial or marital status, address, phone number, or employment situation.

## Statutory Holiday Closures

The centre is open 52 weeks per year, Monday to Friday **excluding** the following statutory holidays:

New Year's Day	Labour Day
Family Day	Christmas Day
August Civic Holiday	Thanksgiving Day
Good Friday	Boxing Day
Victoria Day	Canada Day

**Parents pay regular fees for the above days.**

## Program and Pedagogy

Laurentian Child and Family Centre embodies a play based, emergent philosophy. Curriculum is planned based on the interests of both the individual child, and the group as a whole. Each program has a structured routine of transitions between activities and meal times. All children are supported during these transitions so they feel secure and supported.

Program activities start at 9am and end by 3pm. Parents are encouraged to bring their children to the centre by 9am to ensure they are included in any field trips or special activities. Curriculum is planned to include the following domains: gross motor, fine motor, social, emotional, physical and sensory play.

Children participate in 2 hours of outdoor play each day, weather permitting. Summertime is spent mostly outside. Each day children are provided with a morning snack, a hot lunch, and an afternoon snack all based on the revised Canada Food Guide and recommendations from Public Health Districts Sudbury. Menus are posted on the bulletin board located across from the kitchen.

All toddler and preschool children nap or rest for one or two hours in the afternoon. Children who no longer nap are encouraged to engage in quiet play. The daily sleep and eating routine for infants varies according to the individual needs of the child.

The actual program is subject to change depending on the season and on the needs of any one group at any time. Program activities are posted on the bulletin boards and parents are welcome to look it over to familiarize themselves with their child's learning process. All our programs use a parent communication app called SeeSaw to share learning stories, messages and pictures with families.





## How to enroll and what to bring

Be sure to:

1. Apply for subsidy, if applicable, at [www.greatersudbury.ca/childcare](http://www.greatersudbury.ca/childcare) or by calling 3-1-1
2. Fill out registration forms and Infant form if applicable.
3. Bring in record of immunization (health card is voluntary) and provide a void cheque.
4. Participate in an orientation of the centre
5. Bring in 2 complete changes of labeled clothing to be left at the Centre, indoor running shoes and a water bottle..
6. Make sure your child has a complete set of appropriate seasonal outdoor clothing.

## Field Trips

The children are occasionally taken on special outings. Your child's educator will announce the trip in advance. Parents are welcome to participate in the field trips as a volunteer.

## Clothing Guidelines

Your child should wear play clothes, which are comfortable and easy for them to dress themselves when developmentally appropriate. They should be easily laundered as they may get paint, mud, glue, etc. on them. Clothing should be free of complicated fastenings, braces, buckles, etc. as fostering independence is an important element of our program. Running shoes are a necessity, as well as a sun hat in the warm months. Appropriate winter clothing should be provided in winter to allow for comfortable outdoor play.clothing

We ask that all clothing coming into the Centre be labeled, including underwear, outdoor clothing and shoes or boots.This will help prevent clothing from becoming lost or going home with the wrong child. LCFC staff will make their best effort to ensure clothing is accounted for but cannot be responsible for lost clothing. We request that clothing borrowed from the Centre be laundered and returned as soon as possible.

## Health Policy

Laurentian Child and Family Centre does its best to ensure that your child is not in contact with children who are sick or have a contagious illness/condition.

To maintain a healthy environment for all, as well as to ensure the comfort of each child, sick children cannot be accommodated at the centre. We also wish to ensure good practices regarding health assessments and our staff follow guidelines regarding health assessments of the children attending the centre. Unfortunately, there are times when it can be difficult for a parent to determine if a child should be at the centre. A slight cold or the end of an illness are two examples.

Each situation will be assessed on an individual basis.

The centre will ensure that parents/guardians are informed through the Parent Handbook, memos, newsletters, a phone call and/or email that a child is to be absent from the centre if he/she presents with symptoms of ill health. **Generally, any child who is unable to participate in the regular daily activities, including outdoor play, cannot attend.** If your child becomes ill during the day, we will contact you to plan to have them picked up. If you are unable to be contacted, we will call the first designated "emergency" contact that was given to us at the time of registration. It is the responsibility of the parent/guardian to provide the office with current information regarding emergency contacts.



## Health Policy (continued)

The following factors are taken into consideration in the formulation of our Health Policy:

- ~The inability of a child who is ill to cope with a full day of programming
- ~The need for parents to have a guideline to assist them in deciding whether to bring a child who is “not quite well” to the centre
- ~ The need for staff to have a guideline for assessing the child’s condition, before the Director decides to call a parent away from work or school

### Guidelines for illness:

- a) Abnormal discharge from eyes, nose, or ears
- b) Red puffy eyes (pink eye infection or **suspicion** of pink eye)
- c) Untreated ear ache/infection
- d) A communicable disease\* see below
- e) Undiagnosed skin rash or infections
- f) Head lice or nits
- g) Fever of 100.4F/38C or over. Temperature must be normal for 24 hours, without medication, before returning to the centre.
- h) One episode of vomiting or two episodes of diarrhea. Your child must be symptom free for 48 hours before returning to the centre\* see below

## Communicable Diseases Policy

If a child is suspected of having a communicable disease (for example: norovirus, measles, mumps, gastroenteritis, impetigo, conjunctivitis, roseola, etc...) the child must not be at the centre. The child will be able to return to the centre with consent from a physician stating the child is no longer contagious, or at the discretion of the Centre Director. A child with chicken pox however may attend, if they are feeling well enough to cope with the program

When a child has been exposed to, or suffering from, a communicable disease the parents of all children participating in the centre will be advised. The Director will post a notice indicating the name of the disease, general symptoms, length of communicability and incubation.

Staff will be instructed to monitor all children at the centre during the incubation period for any signs of the disease. Should staff suspect your child may have a contagious condition, they will be isolated, and the parent/ guardian will be contacted. If we cannot contact a parent, we will contact your designated emergency person.

If a child is ill or in case of an emergency, we will call an ambulance. The illness will be noted in the child’s file, and forms entitled “Report of Communicable Disease ” will be submitted to Public Health District Sudbury monthly as per Public Health Act regulations.



## Vomiting and Diarrhea Policy

- When a child has **one** episode of either unexplained vomiting or **two** episodes of diarrhea (or both) they are to remain at home until stools are formed and they are symptom free for 48 hours.
- Unexplained diarrhea would be something that is unusual for the child. This is not black and white issue as each child is unique. As childcare providers who work with these children daily, staff are familiar with what is “normal” for the child. Children may experience looser than normal stools after consuming certain foods (ex: fruit) or when teething or on medication, but this is different from watery or bloody diarrhea which are indicators of illness.
- If the child does not have other symptoms of illness (fatigue, fever, chills, pale, lethargic, sweats etc.) and has only one episode of looser than normal stools, likely, the child is not ill and does not need to be sent home.
- One more point to keep in mind, if an outbreak has been declared at our facility by the local Public Unit, when any child experiences even one episode of unexplained vomiting/diarrhea, the child will be required to be sent home and excluded for the 48-hour rule. This is a precautionary measure to help prevent further spread of the organism at our facility.

## Immunization Policy

It is a requirement that each child is immunized as recommended by the local medical officer of health. Health immunization is to be up to date prior to the child attending the program. Children who are exempted for any reason need to have reason(s) noted on their immunization and signed by the attending physician.

Immunization must be completed as per routine Immunization schedule for Ontario- August 2011. An immunization record will be kept in your child’s file, and a copy will be forwarded to the Sudbury and District Health Unit.

## Medication Policy

Any drugs or medication to be given to your child must be supplied in the original container, and must be clearly labeled with the child’s name, the name of the medication, expiry date, and instructions for storage and administration. Ventolin must be in exact dosage, clearly labeled, with one extra dose to allow for spillage etc.

Medication will be administered by the Centre full time staff only when it is not possible at home, and only when the parent(s) of the child have given written authorization.

Prescription and non-prescription medication will be administered by a full time staff with a signed consent from the parent(s) with dates, times and dosage clearly indicated. Further, recommended dosages must not exceed those on the original container unless recommended by a physician in writing.

**Please note that no medication of any kind will be administered without these forms being completed and signed.**

Medication is placed in a locked container. If it needs to be refrigerated, it is placed in a locked container and kept in the refrigerator.

Do not send medication to the Centre on the bus with school-aged children. Medication is to be placed directly in the designated areas or given directly to the educator.



## Head Lice Policy

Head lice do not present a health hazard, but they are a nuisance and can spread quickly. Parents of a child found to have head lice infestation will be informed and asked to pick up their child immediately. Information will be supplied as to the treatment procedures to be followed prior to the child's return to the Centre. **The Centre has a "nit free" policy.**

## Allergies and Special Dietary Needs Policy

Details of any allergies or special dietary needs that you have provided on your registration form, e.g. bee stings, peanuts, eggs, milk etc., will be posted in the kitchen and program areas. If an "epi-pen" is required for an emergency, it will always be carried with the educator.

**It is imperative that you keep the Centre informed of any changes in your child's health.**

## Serious Allergies Notice

Laurentian Child and Family Centre is **a TREE NUT** and **PEANUT SAFE** centre. The number of children with allergies to **TREE NUTS** and **PEANUTS** are increasing, and these allergies can be **life threatening**. We have children enrolled at the Centre who are allergic to nuts, eggs and peanuts, so we must take all possible precautions.

As an extra precaution, we would prefer it if you would avoid serving **PEANUT BUTTER** to your child for breakfast before coming to the Centre. However, if you do so, please wash your child after breakfast and make sure their teeth are brushed, and that clothing is clean. In some cases, exposure to even the smallest amount of peanut residue may cause severe reactions in children with allergies. We ask that no outside food be brought into the centre without prior permission from the Centre Director.

This is a very serious issue, and we thank you for your understanding and cooperation. If you have any questions, please see the Centre Director.

## Child Safety Policy

Should your child suffer a minor injury e.g., pinched finger, scraped knee, etc., the educator will fill out an "Incident Report" – a description of the incident, and the procedures administered. You will be asked to sign a copy of this report, which will be kept in your child's file. Should you wish for additional information regarding an incident, please contact the Centre Director. In the case of a more serious injury which requires medical attention, a report is filed with the Ministry of Education.

## Safe Water Policy and Procedure

Please note: Any time a "Boil Water Advisory" is issued, Public Health Sudbury Districts may require the implementation of additional expectations or eliminations of one or more procedures from our policy – (Depending on circumstances surrounding the advisory). We will ensure documentation in our logbook of anything that affects the health, safety or well-being of children/staff on our premises and distribute updated information to parents.

In the event of a boil water advisory Laurentian Child and Family Centre will:

- Get bottled water on site to deal with an immediate emergency
- Nozzles on water dispensing units will be disinfected by submerging them for 20 minutes in a cup of water containing several drops of unscented Javex.



## **Emergency Management Policies and Procedures**

Your child will participate in monthly fire and emergency drills, initiated by Laurentian University personnel or the centre director. The procedure is posted in each playroom. The purpose of these drills is to familiarize your child with evacuating the building in a prompt and orderly manner, without panic. If the Centre must be evacuated for any reason, this includes minor or major fire, flood, chemical spill, all other serious damage to site/program areas, bomb threats, disease outbreaks, water, heat or power loss, the L.U. School of Education is our designated alternate site. If this site is deemed unsafe, our second place of shelter is the Laurentian University Physical Education/Pool Facility. Parents will be contacted by phone by the office staff as to which location we are at.

Families will be contacted by phone if children have arrived and there is a need to close the program. In the event of any emergency conditions taking place prior to opening, every attempt will be made to contact families as soon as possible. In the case of winter storms, the centre will close when Laurentian University closes. LCFC does not provide refunds for closures due to emergency situations.

Other emergency situations will follow internal policies. For more information please see the Centre Director.

In the event of school bus cancellations we will only offer before and after school care if the child is dropped off and picked up. Parents are responsible for transportation from the centre to school and back again if they choose.

## **Laurentian University Research**

As part of their studies, Laurentian University students sometimes request permission to do research with the children. All student research must first be approved by the Laurentian Child and Family Centre's Board of Director, and no child will participate in a study unless the parents give written consent. Students are nevertheless allowed to observe the children in; a group during their regular program if they so request. Copies of the resulting reports can be made available upon request.

## **Child Guidance Policy**

Child guidance will be applied in a positive/supportive manner that encourages appropriate behavior and promotes self-regulation and self-esteem. Staff will redirect children if the incident is of a minor nature, assist them in acquiring the verbal skills necessary for conflict resolution and teach them basic problem-solving skills. Corporal punishment will not be used under any circumstances. The child's dignity will be paramount in any behavior guidance measures. As per the Child Care Centre Licensing Manual, 2016, the following 6 items are prohibited practices:

- 1) corporal punishment of the child.
- 2) physical restraint of a child, such as confining the child to a highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and it is used only as a last resort and only until the risk of injury is no longer imminent.
- 3) locking the exits of the childcare centre for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- 4) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.



## Child Guidance Policy (continued)

- 5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- 6) inflicting any bodily harm on children including making children eat or drink against their will.

If an incident is more involved, the child may be removed from the immediate area, but not from the total environment, with a brief explanation and support until the child is able to join the rest of the group again.

Only if a child's behavior is of a severe nature (for example aggressive/violent behavior) is the child removed from the play area. An adult will remain with the child, adopting a direct but supportive role, until the child has calmed down and no longer poses a possible threat, normally no longer than a few minutes. No child is left unattended at any time.

A team approach will be used to develop a program should a child's behavior continue to be a challenge. Parents will be an integral component throughout. Child & Community Resources staff may be consulted as necessary. Parents will be asked for signed consent prior to any further direct involvement/programming. We do not believe that a child should remain at the centre unless they derive some benefit from the program. Ongoing and progressive disruptive behavior by a child causing excessive environment management problems for the staff or lack of cooperation from the parents/guardians may result in immediate discharge from Laurentian Child and Family Centre.

## Child Abuse Reporting Policy

Laurentian Child and Family Centre adheres strictly to the regulations under the Child and Family Services Act (C.F.S.A.) for reporting any suspected incidences of child abuse to the Children's Aid Society. Please take time to read the following information.

### What is Child Abuse?

Under the C.F.S.A., child abuse is an act or omission of a parent/guardian of a child or any other person having care, custody, control or charge of a child where the act or omission results in:

- a) failure to provide basic necessities to the child (neglect);
- b) physical injury to the child (physical abuse);
- c) sexual exploitation of the child with or without the child's consent (sexual abuse);
- d) emotional disability of a permanent nature in the child or is likely to result in such a disability (emotional abuse).

Child abuse, under the law, is a condition that occurs due to the act or omission of anyone in a care, custody, and control or charge relationship with a child. This could include a parent, guardian, teacher, babysitter, child care worker, coach, or anyone in such a relationship with a child. *Ref.: C.F.S.A. 72 (5).*

### Duty to Report.

Under the C.F.S.A., every person in Ontario is required to report his/her belief that a child may be in need of protection. The legislation places additional responsibility on individuals who perform professional or official duties with respect to children, to report suspicions of child abuse. Included and defined specifically are the "operator or employee of a day nursery" (*Ref.: C.F.S.A. 72. (4) (b).*) Anyone who, if they have reasonable and provable grounds to believe a child has been abused must immediately

Report the situation to the Children's Aid Society. Any persons unsure as to whether the information they have warrants a report will call to consult with a Children's Aid Society intake worker.

At Laurentian Child and Family Centre, the safety and well-being of the children in our care is always our first concern. Thank you for your understanding of our professional obligations and responsibilities.



## Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.asp>

## General Guidelines

1. Please tell your child's educator anything you think they should know (i.e., your child slept poorly, you have given them medication, etc.).
2. Bring your child directly to the educator; they cannot be responsible for a child that they do not know has arrived.
3. When you pick up your child, be sure they say goodbye to the educator so that the educator knows the child is being picked up.
4. If you cannot come for your child, please notify us as early as possible who will be picking up your child. We will not release your child to an unauthorized person or to a child less than 16 years of age. Individuals picking up a child for the first time MUST provide the staff with photo id.
5. We recommend that you bring in and pick up your child at a regular time as children generally feel more secure when their daily timetable is predictable.
6. If your child is going to be absent, be it for a day or an extended period, please notify us as soon as possible so that they will not be included in special plans that might be made, or in menu planning.
7. Before departing with your child, please allow them a few minutes to tidy up whatever toy they were using.
8. Children are encouraged to leave all their own toys at home, with the exception of a soft toy for sleep time, if needed. Any items that are brought from home should be labeled with the child's name. Please note that LCFC is a "**war toy free zone**", therefore toy guns and weapons are not permitted at any time. Any other toys/videos deemed unsafe/unsuitable by the educators will be put into the child's locker.
9. The Centre is not responsible for arranging the transportation of your child(ren) to and from area schools. We can provide you with a list of the schools which normally bus children to the Centre. Please check with your school to make arrangements for your child(ren). **If we are expecting your child to arrive at the centre by bus and there is a change of plans, please call the centre to let us know.**
10. The children may occasionally be photographed as a group during their regular playtime activities. Photos are posted for parents to view at the centre.



## Leave/Withdraw Policy

Any family taking their child(ren) out of the Centre must provide a minimum of two weeks' notice or be charged the full fee.

All parents leaving for the summer who wish their child(ren) to return in September will be asked to notify the Centre in writing of the date they hope to return, so that we can make every effort to continue care for their child(ren).

## Personal Information Protection Policy

The Personal Information Protection and Electronic Documents Act (PIPEDA) is federal legislation which came into effect on January 1, 2001. Laurentian Child and Family Centre (LCFC) complies with PIPEDA and is committed to respecting the privacy rights of all individuals, including clients and employees, by ensuring that their personal information is collected, used and disclosed in an appropriate manner. Effective January 1, 2004, all organizations in Canada must abide by the legislation.

LCFC collects personal information about its clients for purposes of effectively communicating with and providing a continuum of child care services to its clients. LCFC also collects personal information about its employees for purposes of personal management and administration.

The principals established in the personal information policy of LCFC conform to the fundamental requirements with PIPEDA. This personal information policy may be amended if the province of Ontario enacts privacy legislation in the future, to ensure that this policy conforms to such legislation.

## Serious Occurrence Notification Form Posting

**Purpose:** All Childcare operators are accountable to the public and to the Ministry of Children and Youth Services to demonstrate that their services are consistent with the relevant legislation, regulations and policies.

The Ministry of Community and Social Services has required all licensed early learning and child care environments to develop and implement a policy regarding the posting of information related to any Serious Occurrences that may happen at such facilities, including Laurentian Child and Family Centre.

Serious Occurrence reporting is one of many tools that provide licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery.

The Ministry is now requiring that the posting of serious occurrence information in child care centres to:

- 1) help support the safety and wellbeing of children in licensed centres monitored by a licensed agency
- 2) provide greater transparency for parents about serious occurrences that occur in the child care program

**At Laurentian Child and Family Centre, the Serious Occurrence Notification Form** will be posted at the inside entrance on the bulletin board near the child care license and the Licensing Summary Chart

**Protection of personal Information and Privacy** will be of utmost importance. No child or staff names, initials, and age or birth date of child will be used on this form. No age group identifiers will be used

For more information please speak to the Centre Director.





## Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: September 2017

Date Policy and Procedures Updated: September 2018

### Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### Definitions

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Laurentian Child and Family Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Please see the following chart for parent concerns guidelines:

## Procedures for Handling Concerns

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the playroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	



**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the centre director or designate.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Laurentian Child and Family Centre: 1-705-673-6543

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

City of Sudbury, Children Services Section: 1-705-674-4455

College of Early Childhood Educators: 1-888-961-8558

**Confidentiality Policy**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

**Conduct Policy**

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

**Final Word**

Laurentian Child and Family Centre is excited to welcome your family to join our family. We will always strive to provide the highest quality of care to both you and your child. We welcome feedback and ideas; if there is anything we can do to "be better" please come to talk to any one of us in the office at any time. Our aim is for every child and family to feel welcome, supported and valued.